

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Humboldt Creamery

Corporation for Manufacturing Excellence (Manex)

Humboldt Creamery Creates Cooperative Culture

Client Profile:

Humboldt Creamery Association was founded in 1929 and is a cooperative made up of 70 member families with over 100 employees producing dairy products. Based in Fortuna, California, the producers supply 100,000 gallons of milk daily, which is used in the production of fluid milk, powdered milk, ice cream, and other frozen desserts. The cooperative's products are available locally, nationally, and on the international market.

Situation:

Humboldt Creamery recognized that increased insurance premiums, increased workers' compensation costs, and the cost of recruitment were significantly increasing the cost of labor. The cooperative needed to invest in its current employees to operate more efficiently, maximize available tools and training, improve teamwork, and provide solid leadership for the organization. The cooperative contacted the Corporation for Manufacturing Excellence (Manex), a NIST MEP network affiliate, for assistance.

Solution:

Manex worked with Humboldt Creamery to design and develop a customized training program, off-setting the costs to the company by providing access to the California Employment Training Panel (ETP) fund. Manex's training included a series of classes focused on three areas of improvement—enhancing computer skills; providing customer services for internal and external customers; and developing leadership skills for managers, supervisors, and lead employees. Twenty-two production, technical, supervisory, and administrative employees received between 40 and 80 hours of training over a seven-month period. Manex delivered its training via lectures and hands-on lab work.

Humboldt Creamery's employees are now more proficient in the use of computers. The cooperative has also improved its ability to plan, measure, and evaluate specific projects. Humboldt Creamery's managers and lead employees have a better understanding of the legal aspects of running a business and a solid foundation in how to develop employees.

Results:

Improved work efficiency by 15 to 20 percent.

Eliminated unnecessary process steps by 5 to 10 percent, with a plan for

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

continuous improvement.

Eliminated 25 percent of non-productive time by setting goals, assigning accountability, and providing follow-through and feedback.

Improved teamwork.

Testimonial:

“The Corporation for Manufacturing Excellence truly allowed us to accomplish our training program by helping us to define our needs and walking us through the process to obtain funding. The people at Manex are very knowledgeable and eager to help. They simplified the process and made it possible for us to train our key people in three critical areas. This upgrade in skills will strengthen our company. I am very grateful to Manex and would willingly recommend them to others—in fact, I have!”

Renae Will, Human Resource Manager